



# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF SOCIAL SERVICES

8/1/2019

To: Child Care Subsidy Providers

The Virginia Department of Social Services appreciates your commitment to serving children across the Commonwealth and your participation in the Child Care Subsidy Program. We are continuing our efforts to improve the Child Care Subsidy provider experience.

One approach that the agency is taking to enhance the Child Care Subsidy provider experience is to provide more resources and technical assistance to providers. The Child Care Subsidy Program will begin conducting visits to our Child Care Subsidy providers. During these scheduled visits providers will:

- Be given technical assistance
- Share pre-selected previously submitted manual attendance with the Child Care Subsidy Program staff
- Be provided training on the proper use of point of service machines
- Be given an overview of the vendor portal to demonstrate many resources for providers
- Be provided the opportunity to offer suggestions and thoughts on the current provider experience and related processes
- Be provided one-on-one navigation through the VDSS website where provider information is located.
- Be provided guidance on how to complete IRS W9 forms and examples of the supporting documentation that should accompany the IRS forms

Providers will receive additional communication regarding the scheduling of the site visits, what to expect during the site visits, and how to prepare for the site visit. We look forward to engaging with our child care providers to improve the Child Care Subsidy experience.

As always, we appreciate your service and contribution to the Child Care Subsidy Program. Should you have any questions you may contact Ellen Kerby, Vendor Services Unit Supervisor at [vendor.services@dss.virginia.gov](mailto:vendor.services@dss.virginia.gov).

Sincerely,

Ellen Kerby  
Vendor Services Supervisor